

Product Number: 2132.01.09

PROJECT MANAGEMENT

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This product encompasses the full range of project management activities, including establishing the project context, planning the project, and managing the project through deployment to an operational state. The Project Manager functions as an agent of the customer to plan, schedule, acquire resources, ensure issue resolution, mitigate risks, and manage the project for the customer until the goals and objectives of the project as documented in the project scope have been successfully met.

Customers can utilize our services in a variety of ways. End-to-end project management, project auditing, project manager mentoring and general project consulting applications are some of the ways customers can benefit from this offering.

The Project Management Office (PMO) will work with individual customers to tailor project management solutions to meet your individual needs

PRODUCT FEATURES AND DESCRIPTIONS

FEATURE	DESCRIPTION
Project Management	We have significant expertise in managing a variety of technology-based projects. We facilitate the integration of various IT disciplines into a project team to deliver projects on time within budget, and which meet the scope objectives of the client.
Project Auditing	Customers who have internal project managers may contact us to review their own project management processes on a given project, with the purpose of making suggestions to improve the customer's internal project management processes.
Project Management Mentoring	In this relationship, the PMO Project Manager works with the customer's Project Manager on either a full or a part time basis to deliver a completed project to the customer. The PMO Project Manager can lead the effort while ensuring the customer's Project Manager is learning the necessary tools and

	skills to be successes. He/She can also review the activities of the customer's Project Manager and assist in these activities while the customer's Project Manager leads the effort. Other options are possible depending on the needs of the customer.
Project Consulting	The PMO Project Manager may be brought into a customer's project at any time to consult, complete tasks or otherwise assist in the project.

FEATURES NOT INCLUDED

FEATURE	EXPLANATION
Business Analysis	Excluded unless explicitly included in the Project Proposal.
User training and training materials	Excluded unless explicitly included in the Project Proposal.

RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
All	All PMO services	\$95 per hour

ORDERING AND PROVISIONING

An organization may engage the Project Management Office for service in several ways. We can be contacted directly or through the DTS Agency Services IT Director, or through the Agency CRM. Our team will help clarify the request and engage other resources as necessary (Business Analysis, Solutions Delivery, Engineering, etc.). We provide written project proposals and cost estimates.

DTS RESPONSIBILITIES

DTS will assist customers in capturing requirements in the form of a Project Plan or Statement of Work document. This is done at a cost to the customer. Once approved, DTS is accountable for the delivery of the features and functionality described within the agreed time and for the agreed cost.

AGENCY RESPONSIBILITIES

Agencies will supply the necessary information and resources for participation in the project and may also participate in testing as agreed.

SERVICE LEVELS AND METRICS

Service levels for the function and performance are typically outlined in the Project Definition Document (PDD) and the Project Plan created by the Project Manager and others on the project team.